

Online Invoicing / User guide

Introduction

Welcome to the Online Invoicing user guide. Set out below is guidance on how to use the application if you need it.

Once firms are registered as a user, you can access Online Invoicing (<https://gateway.fsa.gov.uk/onlineinvoicing>) via the Chrysalis logon page. Your login details are:

- username = your email address; and
- password = your personal password entered when registering.

The application is easy to use and to navigate around. That said, to help users maximise its use, this guide specifically covers:

1 ▶	The home page;
2 ▶	Viewing your account details;
3 ▶	View/printing invoices;
4 ▶	Viewing invoice details and related payment information;
5 ▶	Make a card payment;
6 ▶	Applying credits;
7 ▶	Disputing invoices (in full or part) online;
8 ▶	Manage customer account access; and
9 ▶	Manage customer account contacts.

If you require further information or help when using the application, please email fcafees@fca.org.uk or telephone the Customer Contact Centre on 0845 606 9966.

1. The home page

The home page functionality is highlighted below:

The screenshot shows the FCA Online Invoicing home page. The main navigation bar includes links for Home, Account, Manage Customer Account Access, and Manage Customer Account Contacts. The 'Account Summary' section displays the following data:

Account Summary	
Your Account Balance:	GBP 13,258.15
Overdue Amount	15,161.74 Show Aging
Total Unpaid Invoices	15,161.74
Unapplied Payments	<1,903.59>
Unapplied Credit Memos	0.00
Account Balance	13,258.15
Disputed Amount	0.00

Below the summary, there are expandable sections for 'Statement Download' and 'Dispute Status'. The 'Notice Board' on the right contains a message: 'TBD: Use as required for importance messages.' Below this, there is a section for 'Paying fees - invoice information' with links to 'Periodic fees', 'Fees calculator', 'Consultation papers & policy statements', 'FEES manual', 'Frequently asked questions', 'Newly authorised firms', 'Payment methods', and 'Paying fees by instalments (PCL forms)'. At the bottom, there is a 'Need help with Online Invoicing?' section with a link to 'Online invoicing help' and contact information for the Customer Contact Centre (0845 606 9966).

Summarises your firm's debt position and includes the option to view age profile. You can also use embedded links to view specific transactions.

Download your statement by clicking on the '+', choose required format and click on 'Download'.

You can **view your Dispute Status** and dispute details by clicking on the '+' and then clicking on the embedded links.

To apply to **pay fees by instalments** click on link to PCL website.

Refer to our **useful links** to fees information on the FCA website.

2. Viewing your account details

This provides firms with the ability to view invoices/payments using a variety of criteria.

View your **account balance**.

Utilise the various **search options** to review transactions, eg:

- by Transactions Status (eg: any, open/pending, closed);
- by Type (eg: Payments, Invoices); or
- click on 'Show more search options' (for date ranges etc).
- Then click 'Go' to see transactions.

The screenshot displays the FCA Online Invoicing interface. At the top, the 'Welcome to Online Invoicing' banner is visible. Below the navigation bar, the 'My Account' section shows 'Account Details' with 'Overdue Invoices: GBP 15,161.74' and 'Total Open Invoices: GBP 15,161.74'. The 'Search' section includes a tip about paying invoices by credit/debit card. Search filters are set to 'Status: Open/pending' and 'Transaction Type: Invoices'. The 'Transaction Amount From' and 'Transaction Date From' fields are empty. The 'Go' button is highlighted. Below the search filters, the 'Total Transactions' are 4, 'Total Original Amount' is 15,216.44, and 'Total Remaining Amount' is 15,161.74. The 'Select Invoices' section shows a table of transactions with columns for 'Select Invoice', 'Status', 'Transaction Date', 'Due Date', 'Original Amount', and 'Remaining Amount'. The table lists four overdue invoices from 05-Aug-2014. The 'Recalculate' button is visible at the bottom left. Callout boxes provide instructions: 'View your account balance' points to the 'Total Remaining Amount'; 'Utilise the various search options...' points to the search filters; 'Tick all or individual transactions and click on 'Recalculate' to view totals.' points to the 'Recalculate' button; and 'Displays transaction details.' points to the transaction table.

Select Invoice	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
<input type="checkbox"/> UAT00011	Overdue	05-Aug-2014	04-Sep-2014	15,001.00	14,946.30
<input type="checkbox"/> UAT00018	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99
<input type="checkbox"/> UAT00020	Overdue	05-Aug-2014	04-Sep-2014	62.05	62.05
<input type="checkbox"/> UAT00074	Overdue	05-Aug-2014	04-Sep-2014	87.40	87.40

Tick all or individual transactions and click on 'Recalculate' to view totals.

Displays **transaction details**.

Above screenshot demonstrates the account transaction view, having selected: 'Open/Pending' 'Invoices' with 'Due date from' not selected (from the 'Show more search options' criteria).

3. Viewing/printing invoices

1) To view/print your invoice, select the invoice by clicking in box and click on '**View Paper Copy**' in the 'Account' page. New window will open to display invoice. Print or save document as required.

Welcome to Online Invoicing

FCA

Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Account Details

Overdue Invoices: **GBP 15,161.74** Total Open Invoices: **GBP 15,161.74**

Search

TIP If you wish to pay an invoice by credit/debit card and have access to multiple firms, you must select the individual firm from the Customer list and click "Go" to activate the "Pay By Credit/Debit Card" option.

Status: Open/Pending Transaction Type: Invoices

Transaction: []

Hide More Search Options

Transaction Amount From: [] To: []

Transaction Date From: [] To: []

Due Date From: [] To: [] (example: 22-Sep-2014)

GO Clear

Total Transactions: 4 Total Original Amount: **15,216.44** Total Remaining Amount: **15,161.74**

Select Invoices: View Paper Copy Pay By Credit/Debit Card Apply Credits Dispute

Select All Select None

Select	Invoice	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
<input checked="" type="checkbox"/>	UAT00011	Overdue	05-Aug-2014	04-Sep-2014	15,001.00	14,946.30
<input type="checkbox"/>	UAT00018	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99
<input type="checkbox"/>	UAT00020	Overdue	05-Aug-2014	04-Sep-2014	62.05	62.05
<input type="checkbox"/>	UAT00023	Overdue	05-Aug-2014	04-Sep-2014	87.40	87.40

TIP Do you have an unapplied Credit Memo on your account? If so, it is now possible to apply through either the use of the Apply Credits button, or when making a payment via the Pay by Credit/Debit Card button.

Recalculate

Selected Transactions Original Amount Remaining Amount

2) If the invoice is not immediately available, you will be directed to the following screen. Click on '**Refresh**' to view request status. The 'Phase' column will detail report progress: 'Pending', 'Running' or 'Completed'.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Requests

All new customer transactions are pre-generated and stored within Online Invoicing.

You have been re-directed to the Requests screen because you have requested to view a transaction which is not immediately available. This request will take a few minutes to complete or slightly longer during busy periods. Once the request is complete, the output can be viewed by selecting the Output icon.

Please do not navigate away from this screen until you have viewed your paper copy - you can refresh the request status by selecting Refresh.

Refresh

Status	Name	Phase	Scheduled Date	Output	Request ID	Parent Request ID
	FCA Online Invoice Print	Running	21-May-2014 13:16:18		16689269	-1

Return to Account Details

Home Account Manage Customer Account Access Manage Customer Account Contacts Contact Us Logout

3) When 'Completed' click on '**Output**' icon to view invoice in a new window.

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Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Requests

All new customer transactions are pre-generated and stored within Online Invoicing.

You have been re-directed to the Requests screen because you have requested to view a transaction which is not immediately available. This request will take a few minutes to complete or slightly longer during busy periods. Once the request is complete, the output can be viewed by selecting the Output icon.

Please do not navigate away from this screen until you have viewed your paper copy - you can refresh the request status by selecting Refresh.

Refresh

Status	Name	Phase	Scheduled Date	Output	Request ID	Parent Request ID
✓	FCA Online Invoice Print	Completed	30-May-2014 15:04:29		16697987	-1

Return to Account Details

4. Viewing invoice details and payment information

1) To view specific invoice details, click on the transaction in the 'Account' page.

Welcome to Online Invoicing

FCA

Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Account Details

Overdue Invoices: **GBP 15,161.74** Total Open Invoices: **GBP 15,161.74**

Search

TIP If you wish to pay an invoice by credit/debit card and have access to multiple firms, you must select the individual firm from the Customer list and click "Go" to activate the "Pay By Credit/Debit Card" option.

Status: Open/pending Transaction Type: Invoices

Transaction: [Search]

Hide More Search Options

Transaction Amount From: [] To: [] Due Date From: [] To: [] (example: 22-Sep-2014)

Transaction Date From: [] To: []

Go Clear

Total Transactions: 4 Total Original Amount: **15,216.44** Total Remaining Amount: **15,161.74**

Select Invoices: View Paper Copy Pay By Credit/Debit Card Apply Credits Dispute

Select All Select None

Select Invoice	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
<input checked="" type="checkbox"/> UAT00011	Overdue	05-Aug-2014	04-Sep-2014	15,001.00	14,946.30
<input type="checkbox"/> UAT00018	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99
<input type="checkbox"/> UAT00020	Overdue	05-Aug-2014	04-Sep-2014	62.05	62.05
<input type="checkbox"/> UAT00023	Overdue	05-Aug-2014	04-Sep-2014	87.40	87.40

TIP Do you have an unapplied Credit Memo on your account? If so, it is now possible to apply through either the use of the Apply Credits button, or when making a payment via the Pay by Credit/Debit Card button.

Recalculate

Selected Transactions Original Amount Remaining Amount

2) Click on 'History' to view payment details.

Welcome to Online Invoicing

FCA

Home Account Manage Customer Account Access Manage Customer Account Contacts

Account >

Invoice UAT00011

View Paper Copy Pay By Credit/Debit Card Apply Credits Dispute History

Invoice Summary

If you wish to dispute this invoice/credit memo in full or in respect of specific elements, please click on the 'Dispute' Button.

FRN Bill To Address

Invoice Number	Invoice Date	Terms	Due Date	Total Amount Original	Outstanding Balance
UAT00011	05-Aug-2014	30 days	04-Sep-2014	15,001.00	14,946.30

Description	Amount
FSCS-A018-Fee-REGCOST	0.00
FSA-A019-Reductions-Reductions	0.00
CFEB-A019-Fee-AI-A019	0.00
FSCS-SD02-Fee-AEI-SD02	25.12
FSCS-SC02-Fee-AEI-SC02	0.00

Displays summary invoice information and invoice line details.

For a paper copy of your full invoice click here.

5. Make a card payment

Users can pay their fees invoices using a variety of card types (debit, Maestro, credit or American Express). Please note, surcharge rates apply for credit cards and American Express cards (actual % charge rates are displayed when making payment).

If you have a credit note on your account, you may pay the net amount due by selecting both the invoice(s) and credit note.

1) **To pay your invoice**, select the invoice by clicking in box and click on '**Pay by Credit/Debit Card**' in the 'Account' page. If you have access to multiple firms/customer accounts, you will need to select the appropriate firm/customer first.

Welcome to Online Invoicing

FCA

Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Account Details

Overdue Invoices: **GBP 15,161.74** Total Open Invoices: **GBP 15,161.74**

Search

TIP If you wish to pay an invoice by credit/debit card and have access to multiple firms, you must select the individual firm from the Customer list and click "Go" to activate the "Pay By Credit/Debit Card" option.

Status: Open/pending Transaction Type: Invoices

Transaction:

Show More Search Options

Total Transactions: 4 Total Original Amount: **15,216.44** Total Remaining Amount: **15,161.74**

Select Invoices: View Paper Copy Pay By Credit/Debit Card Apply Credits Dispute

Select All Select None

Select Invoice	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
<input checked="" type="checkbox"/> UAT00011	Overdue	05-Aug-2014	04-Sep-2014	15,001.00	14,946.30
<input type="checkbox"/> UAT00018	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99
<input type="checkbox"/> UAT00020	Overdue	05-Aug-2014	04-Sep-2014	62.05	62.05
<input type="checkbox"/> UAT00023	Overdue	05-Aug-2014	04-Sep-2014	87.40	87.40

TIP Do you have an unapplied Credit Memo on your account? If so, it is now possible to apply through either the use of the Apply Credits button, or when making a payment via the Pay by Credit/Debit Card button.

Recalculate

Selected Transactions Original Amount Remaining Amount

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2) **Review transactions** selected for payment and confirm you are happy to progress payment by clicking in box.

3) Click on "**Pay Now**" to commence payment process.

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Pay By Credit/Debit Card

Information

Below is a summary of the transactions you have identified for payment. Please review the Payment Information, and confirm your agreement below, before selecting Pay Now.

Please note - Surcharges will apply when paying by credit card or American Express. Surcharge rates (%) will be shown on the "Card Type" section on the next page once you have entered your card details.

Payment Summary

Customer Name FRN Bill-To Total Payment **14,946.30**

Transaction Summary

Transaction Number	Transaction Type	Transaction Date	Due Date	Amount Due	Remaining
UAT00011	Invoice	05-Aug-2014	04-Sep-2014		14,946.30

Net Amount Due **14,946.30**

Review Payment Information

☐ I have reviewed and agree with the Payment Information.

Cancel Pay Now

4) **Enter your card details.** Please note card surcharge rates (%) in the **"Card Type"** field (if applicable).

5) If you are content with the surcharge rate (if applicable) and wish to progress payment, click on **"Proceed"**. Please remain on this page whilst your payment is being processed.

The screenshot shows the FCA PXP payment interface. At the top, there are logos for VISA, MasterCard, American Express, and Discover. Below these is a section titled "Please Enter Your Card Details Below". It contains the following fields:

- Card Number: [Input field]
- Card Type: [Dropdown menu]
- Expiry Date: [Month/Year dropdowns, showing 01/2014]
- Amount: 14946.30 GBP
- Reference: [Redacted]
- Card Security Code: [Input field]

At the bottom of the form are two buttons: "Proceed" and "Cancel". Below the form, there is a small disclaimer text: "The PXP payment screen provides a secure environment to protect your transactions. After paying you will see a warning message advising that you will be redirected to an insecure site. This should not cause concern, your card information is NOT transmitted back to the merchant's site, so it is safe to simply click 'Yes' and proceed. Please do not click back at any time during or immediately after payment, as this may cause duplicate payments. This Payment page will timeout after 10 minutes."

At the very bottom, it says "Powered By PXP" and "© pxp-solutions".

6) From the payment confirmation screen, click on **"View Paper Copy"** to view/save a pdf copy of the payment. Users will also receive email confirmation of payment.

The screenshot shows the "Payment Confirmation" screen in the FCA Online Invoicing system. The header includes the FCA logo and "Welcome to Online Invoicing". Navigation links include Home, Account, Manage Customer Account Access, and Manage Customer Account Contacts. There are also links for Navigator, Favorites, Contact Us, and Logout.

The main content area is titled "Payment Confirmation" and includes an "Information" section with a message: "Payment Received - Thank you. Please note you will shortly receive an email containing payment summary/confirmation for your records. You can also save a PDF copy of this payment by clicking on the 'View Paper Copy' button located in the bottom right hand corner of this page. Alternatively you can return to the My Account page by clicking the 'My Account' button."

Below this is a "Payment Summary" section with the following details:

- Customer Name: FRN Bill-To [Redacted]
- Payment Number: 190179-ICP-26500033001
- Payment Date: 22-Sep-2014
- Total Payment (Transactions): 14,946.30
- Card Surcharge: 298.93
- Total Payment Received: 15,245.23

Below the payment summary is a "Transaction Summary" table:

Transaction Number	Transaction Type	Transaction Date	Due Date	Amount Applied
UAT00011	Invoice	05-Aug-2014	04-Sep-2014	14,946.30
Net Amount				14,946.30

At the bottom right of the page are two buttons: "My Account" and "View Paper Copy". The footer includes a "Privacy Statement" link and copyright information: "Copyright (c) 2000, Oracle. All rights reserved."

Page displays **Total Transaction** value and card payment **surcharge** (if applicable) and **Total payment** charged

Click on **"My Account"** to return to the Account page. The paid invoice paid will now be a closed transaction.

6. Applying credits

Users can apply credit memos to outstanding invoices to reduce open items on the account. [You can also net off a credit memo when making a payment by selecting both the invoice(s) and credit note (see section 5).]

- 1) To apply a credit memo to an outstanding invoice, select the credit by clicking in box and click on '**Apply Credits**' button in the 'Account' page.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Account Details

Account Balance: 28,327.84

Search

TIP If you wish to pay an invoice by credit/debit card and have access to multiple firms, you must select the individual firm from the Customer list and click "Go" to activate the "Pay By Credit/Debit Card" option.

Status: Open/pending Transaction Type: All Transactions

Transaction:

Show More Search Options

Go Clear

Total Transactions: 12 Total Original Amount: 27,568.35 Total Remaining Amount: 28,327.84

Select Transactions: View Paper Copy Pay By Credit/Debit Card **Apply Credits** Dispute

Select All Select None

Select Transaction	Type	Status	Date	Due Date	Original Amount	Remaining Amount
<input type="checkbox"/> #112745	Invoice	Open	22-Sep-2014	22-Oct-2014	15,001.00	15,001.00
<input type="checkbox"/> UAT00050P	Payment	Open	17-Sep-2014	17-Sep-2014	(2,000.00)	(1,438.59)
<input type="checkbox"/> 190179-ICP-24600003001	Payment	Open	03-Sep-2014	03-Sep-2014	(203.08)	(5.00)
<input type="checkbox"/> UAT00014C	Credit Memo	Overdue	05-Aug-2014	05-Aug-2014	(100.00)	(100.00)
<input checked="" type="checkbox"/> UAT00016C	Credit Memo	Overdue	05-Aug-2014	05-Aug-2014	(15.00)	(15.00)
<input type="checkbox"/> UAT00012	Invoice	Overdue	05-Aug-2014	04-Sep-2014	14,999.99	14,999.99
<input type="checkbox"/> UAT00018	Invoice	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99

- 2) Select the credit memo and click on "Next".

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Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Credits

Apply Credits : Select Credits

Cancel Step 1 of 3: Select Credits Next

Select Credits

Remove Customer: Clear All Add Credits Reset Application Amounts

Select All Select None

Select Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits Currency
<input checked="" type="checkbox"/> <input type="text"/>	UAT00016C	Credit Memo	05-Aug-2014	(15.00)	(15.00)	(15.00)	0.00 GBP
				Recalculate Total	<15.00>	<15.00>	0.00

TIP If applying credits to invoices enter the credit note value you wish to apply into the Transaction Application Amount

Cancel Step 1 of 3: Select Credits Next

Home Account Manage Customer Account Access Manage Customer Account Contacts Contact Us Logout

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3) Identify the invoice you wish to apply the credit to by clicking on the **"Add Transactions"** button.

FCA Welcome to Online Invoicing

Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Credits Select Transactions Review

Apply Credits : Select Transactions

Cancel Back Step 2 of 3: Select Transactions Next

Select Transactions

Customer [Redacted] Clear All Add Transactions Reset Application Amounts

This table displays debits transactions for apply credits flow.

Select Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due	Currency
No results found.										
	Total					0.00	0.00	0.00	0.00	

Selected Credits

Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits	Currency
[Redacted]	UAT00016C	Credit Memo	05-Aug-2014		(15.00)	(15.00)		0.00 GBP
	Total				<15.00>	<15.00>		0.00

TIP If applying credits to invoices enter the credit note value you wish to apply into the Transaction Application Amount

Cancel Back Step 2 of 3: Select Transactions Next

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4) Enter "%" in the **"Transaction Number"** field to view open invoices. Then select invoice by ticking box and click on **"Select"**.

Search and Select: Add Transactions

Cancel Select

Search

To find your item, select a filter item in the pull-down list and enter a value in the text field, then select the "Go" button. Advanced Search

Search By Transaction Number % Go

Results

Select All Select None

Transaction Number	Type	Date	Due Date	Purchase Order	Sales Order	Original Amount	Remaining Amount	Discount Amount	Customer Name
<input checked="" type="checkbox"/> UAT00028	Invoice	05-Aug-2014	04-Sep-2014			80.00	80.00	0.00	[Redacted]
<input type="checkbox"/> at12345	Invoice	22-Sep-2014	22-Oct-2014			15,001.00	15,001.00	0.00	[Redacted]
<input type="checkbox"/> UAT00018	Invoice	05-Aug-2014	04-Sep-2014			65.99	65.99	0.00	[Redacted]
<input type="checkbox"/> UAT00020	Invoice	05-Aug-2014	04-Sep-2014			62.05	62.05	0.00	[Redacted]
<input type="checkbox"/> UAT00023	Invoice	05-Aug-2014	04-Sep-2014			87.40	87.40	0.00	[Redacted]
<input type="checkbox"/> UAT00012	Invoice	05-Aug-2014	04-Sep-2014			14,999.99	14,999.99	0.00	[Redacted]
<input type="checkbox"/> UAT00042	Invoice	05-Aug-2014	04-Sep-2014			50.00	50.00	0.00	[Redacted]

Cancel Select

5) Select the invoice by ticking box, enter the “**Application Amount**” (credit memo value) and click on “**Next**”.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Credits Select Transactions Review

Apply Credits : Select Transactions

Cancel Back Step 2 of 3: Select Transactions Next

Select Transactions

Remove Customer [Redacted] Clear All Add Transactions Reset Application Amounts

This table displays debits transactions for apply credits flow.

Select All Select None

Select	Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due	Currency
<input checked="" type="checkbox"/>	[Redacted]	UAT00028	Invoice	05-Aug-2014	04-Sep-2014	30 days	80.00	0.00	15.00	80.00	GBP
Total							80.00	0.00	0.00	80.00	

Recalculate

Selected Credits

Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits	Currency
[Redacted]	UAT00016C	Credit Memo	05-Aug-2014	(15.00)	(15.00)	(15.00)	0.00	GBP
Total				<15.00>	<15.00>	<15.00>	0.00	

TIP If applying credits to invoices enter the credit note value you wish to apply into the Transaction Application Amount

Cancel Back Step 2 of 3: Select Transactions Next

Home Account Manage Customer Account Access Manage Customer Account Contacts Contact Us Logout

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6) Review application of credit memo to invoice and click on “**Apply**” to complete the process.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Credits Select Transactions Review

Apply Credits : Review

Cancel Back Step 3 of 3: Review Apply

Selected Transactions

Customer Name	Transaction	Type	Date	Due Date	Payment Terms	Remaining Amount	Discount Amount	Application Amount	Balance Due	Currency
[Redacted]	UAT00028	Invoice	05-Aug-2014	04-Sep-2014	30 days	80.00	0.00	15.00	65.00	GBP
Total							80.00	0.00	15.00	65.00

Selected Credits

Customer Name	Transaction	Type	Date	Original Amount	Remaining Amount	Application Amount	Unapplied Credits	Currency
[Redacted]	UAT00016C	Credit Memo	05-Aug-2014	(15.00)	(15.00)	(15.00)	0.00	GBP
Total				<15.00>	<15.00>	<15.00>	0.00	

Cancel Back Step 3 of 3: Review Apply

Home Account Manage Customer Account Access Manage Customer Account Contacts Contact Us Logout

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NB. Users can also apply credit memos by first identifying the invoice and then selecting the credit memo you wish to be applied to the invoice.

7. Dispute an invoice (in full or part)

1) Identify transaction you wish to dispute on the Account page and click on 'Dispute'.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

My Account

Account Details

Overdue Invoices: GBP 15,161.74 Total Open Invoices: GBP 15,161.74

Search

TIP If you wish to pay an invoice by credit/debit card and have access to multiple firms, you must select the individual firm from the Customer list and click "Go" to activate the "Pay By Credit/Debit Card" option.

Status: Open/pending Transaction Type: Invoices

Transaction: [Input Field]

Hide More Search Options

Transaction Amount From: [Input Field] To: [Input Field]

Transaction Date From: [Input Field] To: [Input Field]

Due Date From: [Input Field] To: [Input Field] (example: 22-Sep-2014)

Total Transactions: 4 Total Original Amount: 15,216.44 Total Remaining Amount: 15,161.74

Select All Select None

Select Invoices: View Paper Copy Pay By Credit/Debit Card Apply Credits Dispute

Select Invoice	Status	Transaction Date	Due Date	Original Amount	Remaining Amount
<input checked="" type="checkbox"/> UAT00011	Overdue	05-Aug-2014	04-Sep-2014	15,001.00	14,946.30
<input type="checkbox"/> UAT00018	Overdue	05-Aug-2014	04-Sep-2014	65.99	65.99
<input type="checkbox"/> UAT00020	Overdue	05-Aug-2014	04-Sep-2014	62.05	62.05
<input type="checkbox"/> UAT00023	Overdue	05-Aug-2014	04-Sep-2014	87.40	87.40

TIP Do you have an unapplied Credit Memo on your account? If so, it is now possible to apply through either the use of the Apply Credits button, or when making a payment via the Pay by Credit/Debit Card button.

Recalculate

Selected Transactions Original Amount Remaining Amount

2) Select 'Reason for dispute' and 'Invoice section' from list of options.

3) Click on 'Next'.

Welcome to Online Invoicing

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Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Dispute Reason Enter Dispute Details Review Dispute Request

Dispute Request: Select Dispute Reason

Use the Dispute process to dispute all or part of a transaction amount balance. The dispute generates a dispute request which will be reviewed by the FCA. You will be notified by email of the FCA's response to your dispute.

Reason For Dispute: Cancelled - Applied prior to 1 April

Invoice Section: Total

Cancel Step 1 of 3 Next

Invoice Summary

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Original Balance	Existing Disputed Amount	Payments and Credits	Remaining Balance	Attachments
UAT00011	05-Aug-2014	30 days	GBP	15,001.00	0.00	15,001.00	0.00	54.70	14,946.30	
Total				15,001.00	0.00	15,001.00	0.00		14,946.30	

Cancel Step 1 of 3 Next

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4) Enter 'Dispute amount' or 'Percent' (in full or part) and add additional comments to support dispute.

5) Click on 'Next'.

Welcome to Online Invoicing

FCA

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Select Dispute Reason Enter Dispute Details Review Dispute Request

Dispute Request: Enter Dispute Details

Cancel Back Step 2 of 3 Next

Enter either the percent or the amount of invoice total in dispute.

Invoice Section **Total**
Reason For Dispute **Cancelled - Applied prior to 1 April**

* Enter additional comments explaining why the invoice is disputed (required field) Cancelled on.....

Dispute
☐ Amount
☒ Percent
☐ Entire Remaining Amount

100

Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Original Balance	Existing Disputed Amount	Payments and Credits	Remaining Balance
UAT00011	05-Aug-2014	30 days	GBP	15,001.00	0.00	15,001.00	0.00	54.70	14,946.30
Total				15,001.00	0.00	15,001.00	0.00		14,946.30

Cancel Back Step 2 of 3 Next

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6) Check dispute request information. If information is incorrect click 'Back' and re-enter information as appropriate. If information is correct, click on 'Submit'.

Welcome to Online Invoicing

FCA

Home Account Manage Customer Account Access Manage Customer Account Contacts

Select Dispute Reason Enter Dispute Details Review Dispute Request

Dispute Request: Review Dispute Request

Cancel Back Step 3 of 3 Submit

Reason For Dispute **Cancelled - Applied prior to 1 April**
Invoice Section **Total**
Dispute Type **Percent**
Percent Disputed **100**
Current Disputed Amount **15,001.00**
Additional information **Cancelled on.....**

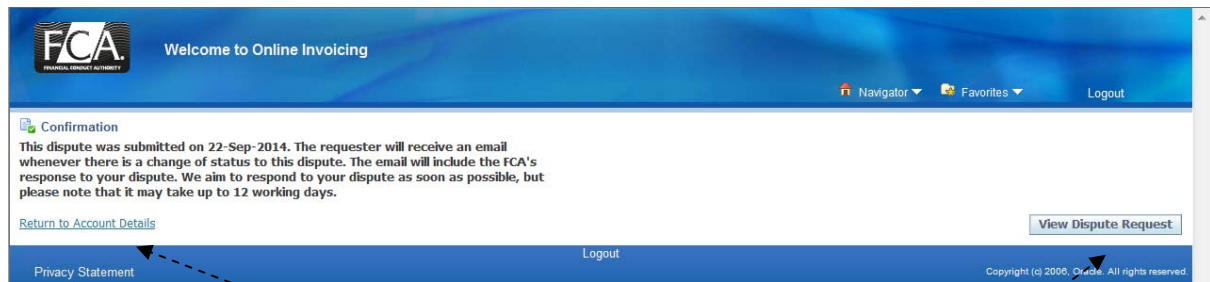
Invoice Number	Invoice Date	Payment Terms	Currency	Subtotal	Tax	Original Balance	Existing Disputed Amount	Payments and Credits	Remaining Balance
UAT00011	05-Aug-2014	30 days	GBP	15,001.00	0.00	15,001.00	0.00	54.70	14,946.30
Total				15,001.00	0.00	15,001.00	0.00		14,946.30

Cancel Back Step 3 of 3 Submit

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7) The application will confirm the dispute has been raised (as shown below).



8) Click on 'Return to account details' to continue using Online Invoicing or 'View dispute information' to view dispute details.

To note

We aim to respond to disputes as soon as possible, but it may take up to 12 working days.

The individual who submitted the dispute will receive an email formally responding to the dispute. This will include details of who to contact if you wish to discuss further.

The status the disputes (either 'Pending review' or 'Responded') can be viewed on the home page (see section 1 of the user guide).

8. Manage Customer account access

This enables the registered user to either:

- Obtain access to an additional customer account or
- Remove access to a customer account

To remove your own access to an existing customer account enter “%” in the “Customer Name” field. Select customer account you no longer require and click on “Remove Access” and confirm.

Home Account **Manage Customer Account Access** Manage Customer Account Contacts

Manage Customer Account Access

Search

Customer Name Go

[Request Additional Customer Access](#)

Select Organization	Customer Name	Customer Number	Address
No search conducted.			

TIP To identify the customers you have access to type % in "Customer Name" and click "Go". If you require access to an additional customer select "Request Additional Customer Access". You must have the customer's FRN and Unique Validation Code in order to grant yourself additional access. If you no longer require access to a customer, select the relevant customer and click "Remove Access".

Home Account Manage Customer Account Access Manage Customer Account Contacts Contact Us Logout

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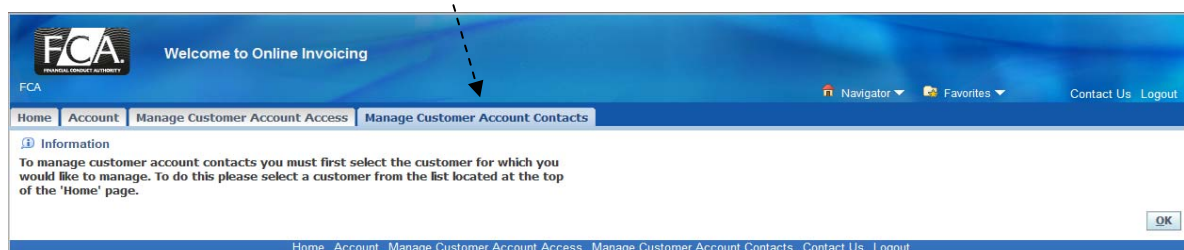
To grant yourself access to an additional customer account, click on “Request Additional Customer Access” and follow the on-screen prompts. **Please note:** you must have the Firm Reference Number and its Unique Validation Code to complete this process.

9. Manage customer account contacts

To change a registered user's status to "Active" or "Inactive" (eg to be used when a person is on maternity leave)

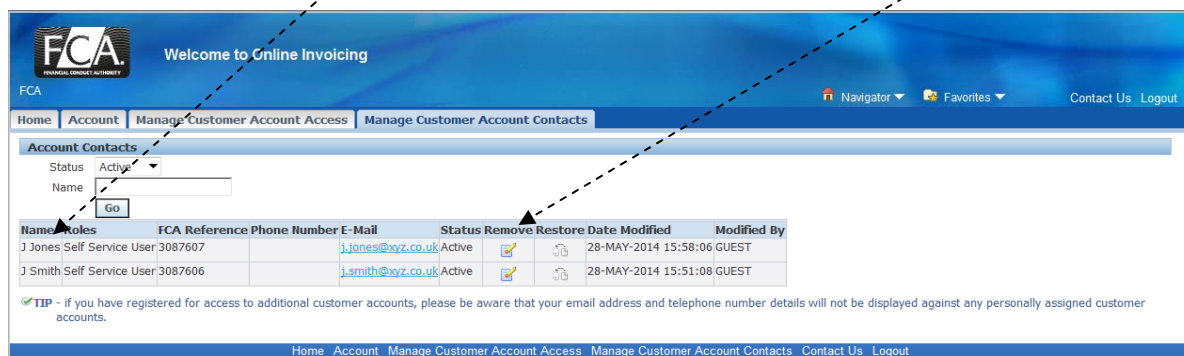
- **"Active"** status - registered users will have access to the customer account and receive email notifications
- **"Inactive"** status - registered users will not have access to the customer account and will not receive email notifications

1) To change a registered user's status for a customer account, select "Manage Customer Account Contacts". If you have access to multiple customer accounts, you will need to select the appropriate customer first.



2) The "Manage Customer Account Contacts" screen will then display all active registered users.

3) Click on "Remove" to make a registered user "Inactive"



To restore an "Inactive" user, select "Inactive" in the Status field and click "Go" to view all inactive users. Click "Restore" to re-activate user. NB. If you have previously inactivated yourself, only another registered user for the same customer account can reactivate you.

